



OFFICE OF THE CITY CLERK OF SEATTLE

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ANNUAL REPORT 2009

TABLE OF CONTENTS

CORE SERVICES	PAGE 3
MAJOR INITIATIVES	PAGE 6
STATISTICS AND STATISTICAL NARRATIVE	PAGE 11
SUPPLEMENTAL NARRATIVE	PAGE 17

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OFFICE OF THE CITY CLERK  
OF SEATTLE  
**ANNUAL REPORT 2009**

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**CORE SERVICES**

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**CLERK SERVICES**

The Office of the City Clerk (OCC) is a Division of the Legislative Department and is comprised of six functional groups: the City Clerk; Council Services; Public Disclosure staff; the Seattle Municipal Archives; Records Management; and Information Management and Services. The OCC provides a wide range of services to the City Council, City staff, and the public. All services of the office support governmental accountability and openness.

**Mission:**

The Office of the City Clerk supports open government and the democratic process by preserving and maximizing public access to the City's official and historical records, promoting City-wide compliance with records retention law, and facilitating the legislative process.

**Director's Unit (City Clerk)**

As Division Director, the City Clerk provides managerial oversight and strategic direction for the OCC's programs and provides leadership for the division's management team and staff. The Clerk's direct reports are the two Council Clerks in the Council Services unit, the Public Records Officer, and the Unit Managers of Archives, Information Management and Services, and Records Management.

The City Clerk directly fulfills dozens of statutory obligations set out in the Seattle Municipal Code, the City Charter, and Washington State rules and laws for local agencies. Some key responsibilities of City Clerk relate to elections: serving as liaison between the City and King County; coordinating placement of City measures on ballots; monitoring election costs; and coordinating the City's charter amendment, initiatives, and referenda processes.

The City Clerk directly manages Council Services staff and the Department's Public Records Disclosure Officer, whose roles are described below. In leading these functions, the City Clerk works with the Department and Council to ensure that policies and procedures support efficient and thorough compliance with open meetings and public records laws.

**Council Services Unit**

The Council Services Unit coordinates the flow of legislation and manages the legislative process, from the point of submission for Council consideration to final passage, and serves as parliamentarian at Full Council and Special Committee Meetings.

The Council Services Unit is also responsible for:

- Advising Councilmembers and their staff on compliance with the Open Public Meetings Act
- Providing training to new Councilmembers and Legislative Department staff on the

- legislative process
- Ensuring the Council Rules and Procedures are consistent with existing laws and regulations and that they are clearly written for ease of use by Councilmembers, staff, and the public
- Managing the Council's central meetings calendar.

### **Public Records Disclosure**

In Fall of 2009, the Legislative Department's Public Records Disclosure Officer was brought into the OCC. This position is responsible for coordinating public records requests to Department staff and the City Council. This work involves tracking requests, communicating with requestors, facilitating the identification of responsive records, and reviewing, copying, and providing the records in compliance with RCW 42.56. A critical element of this work is providing ongoing training in public records law to the Department.

### **Seattle Municipal Archives Unit**

The City's archival records form the institutional memory of City government and document the interaction between government and the citizens of Seattle. The records ensure the property and business rights of City government and provide evidence of the City's core functions and responsibilities. The Archives provides researchers with a textual and visual link to the history and activities of City government and the region as a whole.

The Archives acquires, preserves, and makes accessible to City agencies, scholars, students, and the general public those records of enduring historical and enterprise business value created and/or received by City agencies and elected officials. These records, dating from 1869 to the present, include nearly 10,000 linear feet of textual records, photographs and negatives, maps, architectural drawings, motion picture film and videotape, audiotape, and published documents, as well as digital images and electronic records.

The Municipal Archives is also responsible for:

- supporting the growing research needs of the public and City agencies;
- increasing public awareness of the City's rich historical resources;
- presenting exhibits, classroom resources, publications, and other outreach to multiple audiences;
- managing the vast photographic documentation, both still and moving, created by the City; and
- ensuring the continuity of the City's political and cultural memory
- working with other City Clerk units to provide long term access to digital assets.

### **Information Management and Services Unit**

The Information Management (IMS) unit organizes and provides access to the City's official records, including legislation, deeds to City property, annexation records, public works and consultant contracts, bonds for officials, claims against the City, campaign finance filings, adopted rules of City departments, the Seattle Municipal Code, oaths of office, City department annual reports, and domestic partnership registrations. Records in the custody of the City Clerk date from the 19<sup>th</sup> Century to the present.

The IMS unit provides reference and research assistance using a variety of media: paper, audio recordings, “born-digital” electronic files, scanned image files, microfiche, and on-line databases. Customers make inquiries daily by phone, in-person, and via e-mail.

In order to provide information to the public, the unit:

- manages over 50 databases
- maintains a searchable web site of City records
- catalogs and indexes permanent records
- formats and publishes the Seattle Municipal Code online
- coordinates with staff in the Legislative Department and Citywide to ensure the quality, consistency, and accessibility of information and records filed with the Clerk and provided online
- sets standards for submission of electronic records to the Office of the City Clerk to ensure long-term preservation and accessibility
- supports the Archives in database management, digital preservation, and online presentation of digital records.

### **City Records Management Program**

Established by ordinance in 2001, the City Records Management Program (CRMP) provides leadership and direction to City departments by developing practical applications to support the effective, efficient, and economical management of the City's public records, from creation to ultimate disposition, in accordance with City policy and all applicable state and federal records-management laws and regulations.

Records Management Program staff are responsible for:

- ensuring that City departments maintain City records in accordance with State and Federal laws and City policy
- training City staff on retention and destruction issues
- advising City departments on records organization
- creating and maintaining record retention schedules
- assisting with identifying vital records for City agencies.

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## A YEAR IN REVIEW ~ MAJOR INITIATIVES

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In its 2009 Work Plan, the Office of the City Clerk identified Major Initiatives to be undertaken in addition to regular responsibilities and smaller projects. Following is a brief report on Major Initiatives within each unit of the Office.

### **MAJOR INITIATIVES: CITY CLERK**

#### **Open Government Committee (Major Work Plan Initiative 12)**

This special Council Committee chaired by Council President Richard Conlin was identified as a major work plan initiative for the Clerk because of the Clerk's role in supporting open government and access to records. To help the City Council address challenging new issues in Social Media, the City Clerk led development of a draft Social Media Policy and brought this item before the Open Government Committee. Council staff, the Law Department, Legislative Department II, and the OCC's Information Manager, Public Records Officer, and the Citywide Records Manager participated in development of the policy. Also, in response to recommendations from the Committee regarding OCC services, the City Clerk initiated and oversaw redesign of areas of the Clerk's Web site.

#### **Clerk and Council Services Unit**

#### **Council Rules Review (Major Work Plan Initiative 13)**

The Clerk and Council Services facilitated and implemented the bi-annual revision of the Council Rules of Procedure. Changes made reflected the Council's desire to increase openness and public access. Most significant are, one, a new expectation that reports and other supporting material be posted online with Committee meeting agendas; and two, a shortened timeline for processing items to go before Full Council, in order to make materials available to the public online at least 24 hours prior to a vote.

### **MAJOR INITIATIVES: SEATTLE MUNICIPAL ARCHIVES**

The Archives Program successfully completed the work elements it identified as City Clerk strategic initiatives for 2009. The initiatives fall in four areas: grants management, website enhancements, outreach and education, and visual materials management.

#### **Manage Archives Grants (Major Work Plan Initiative 8)**

The Archives closed out two state-funded grants during the first half of the year and began work on a two-year federally-funded project in October. 1) A grant from the Washington State Archives allowed the Archives to apply preservation techniques to 75 maps including flattening, cleaning, and mending; and to have 150 oversize maps scanned, cataloged, indexed, and added to the Archives map online database. 2) A grant from the Women's History Consortium related to the struggle of women to gain acceptance as fire fighters supported the production of online and hard-copy exhibits, digital education materials for students and teachers, an oral history with the first woman fire fighter, and three public programs on the topic. 3) A two-year \$106,000 grant from the National Historical Publications and Records Commission allowed the Archives to hire a processing archivist and target 1900 cubic feet of records for arrangement, description, and enhanced

public access. The project, which runs through September 2011, will eradicate the Archives' processing backlog.

#### **Web Site Enhancement (Major Work Plan Initiative 9)**

This project included research into citizen initiatives filed with the City of Seattle from 1910 to the present. These initiatives were filed in accordance with the Initiative section added to the City Charter in 1908. An Initiatives page was added to the Archives website. Information about the Initiatives includes initiative number (where one exists), a brief description of the proposed legislation, the date it was filed with the City Clerk, its disposition, and the associated Clerk File number. Links were added to files where full text of Initiatives exist, and there is a link to a citizens guide to the Initiative process.

#### **Outreach and Education (Major Work Plan Initiative 10)**

Two projects were identified as major outreach initiatives: marketing the Archives' travelling exhibits and planning for the Archives 25<sup>th</sup> anniversary scheduled for March 2010. 1) Four of the Archives travelling exhibits were displayed multiple times in several venues around the City. These included the Women Fire Fighters, City Halls, AYPE, and Seattle Municipal Archives Resources exhibits. They were displayed at the Museum of History and Industry (two occasions), History House (two occasions), Women in the Trades Conference at Seattle Center, the Emergency Operations Center, during the Folklife Festival at Seattle Center (two exhibits), Seattle Public Library, and one was used as a power-point at the Florida Women in Public Safety Communications Leadership Symposium. In addition, exhibits were on display in City Hall at various times in the Bertha Knight Landes Room, third floor lobby, and the Anne Focke Gallery. 2) Plans were developed for public programs to celebrate the 25<sup>th</sup> Anniversary of the Archives in March 2010. The basic outline of the celebration has been put in place and detailed planning will continue into February. The public programs will take place in the City Hall's Bertha Knight Landes Room on March 16 and 23.

#### **Visual Materials Processing (City Clerk Initiative 11)**

The two initiatives highlighted in the City Clerk's Work Plan were completion of an online exhibit that showcases the photograph collection and planning and developing strategies to deal with a large collection of videotape. 1) In September, the Archives mounted on its website a 750 image exhibit entitled *A City at Work: Images from the Seattle Municipal Archives Photograph Collection*. The exhibit is generally organized around core functions of City government and uses photographs from 1900 to the present to illustrate the work of Seattle's public agencies. 2) The Archives holds thousands of videotapes in an assortment of old and odd formats. A test was completed during 2009 to determine whether the video can be digitized and what the cost might be. This will help in establishing priorities for reformatting video. In addition, staff worked on redesigning existing film and video databases in order to integrate all moving images resources. This provides several efficiencies in cataloging and indexing, as well as searching and providing reference service.

## **MAJOR INITIATIVES: INFORMATION MANAGEMENT & SERVICES UNIT**

### **Usability Improvements (Major Work Plan Initiative 4)**

#### **1) Enhancement of online services**

In 2009, the IMSU began providing online access to scanned legislation and have continued to enhance online access to Clerk and Archives records in many other ways. The online Seattle Municipal Code is now updated monthly rather than quarterly. The unit also spent significant time and effort in 2009 redesigning the Clerk's Online Information site, branding the Web page, improving navigation and the overall appearance of the search interface, and resolving a long-standing technical issue that had been limiting how search results could be displayed. The unit manager has begun gradually responding to "wish lists" from Legislative staff, the Law Department, other City departments, and the public, including planning for creating a new online database of documents produced during the City Council's annual budget process.

#### **2) Redesign of database systems**

The IMS unit focused on reviewing the design of databases originally created by our unit, in some cases making minor changes to improve online usability, and in other cases, redesigning entire data structures to improve usability for staff and long-term sustainability of the system.

The three major redesign projects are: 1) the Archives Audio database, 2) the Seattle Municipal Code processing script, and 3) the Photo Archives program submission system. The audio database revision is to normalize the data structure and create a data entry interface that non-technical staff can use for cataloging new audio of Council meetings, while still allowing more complex data entry for analog recordings and their copies. The goals of the SMC project are to improve efficiency and accuracy in processing updates, as well as to make specific changes requested by public users and City staff. While ongoing changes are being made to the existing program, the overall SMC build program is being reengineered to enable use of XML data and to improve display. Finally, we are working with the Department of Executive Administration, who is developing an online Flickr-like submission system for digital photos, replacing the current, more cumbersome photo submission system.

### **Preservation (Major Work Plan Initiative 6)**

#### **1) Electronic Records Preservation: The Digital Assets Preservation Team**

The unit manager, along with the Deputy City Archivist, led the Digital Assets Preservation Team and attended a week-long training on development of a digital preservation program. Based on this training, the team determined the scope of the digital preservation program's first phase, set up a digital repository server, and began migrating archival digital records. Records in the repository include over 20,000 archival City Council office files, legislation back to 1996, and tens of thousands of audio, photo, and video files, including Seattle Channel digital video. As part of DAPT planning, we have been evaluating the cost and feasibility of different electronic formats for preservation, testing software for processing files, and researching options for storage and backup. The online submission system for the Photo Archives, described above, is also serving as a pilot project for a citywide archival document submission system for the digital repository.



## **2) Finalize procedures for scanning/filming legislation to replace microfiche**

The IMSU finalized its procedures for creating scanned copies of legislation as described above in “Usability Improvements.” Scanning has proven a cost savings for retrospective imaging as well as a great improvement for public access. By having digital scans rather than microfiche created, the IMSU saw a 25% savings in imaging vendor costs. Security microfilm backups of all legislation and other permanent Clerk records are still created and transferred to the Washington State Archives.

## **Evaluate and Respond to Issues with Office 2007 (Major Work Plan Initiative 7)**

The Citywide upgrade to Office 2007 significantly impacted Clerk and Archives internal data processing systems, many of which rely on version-specific Word macros and Access databases. This change required the unit manager and Department IT to resolve numerous issues caused by deprecated code over several months, and even to provide assistance to outside departments experiencing similar difficulties in their own systems.

## **Information/Reference Services Streamlining and QC (Major Work Plan Initiative 5)**

In 2009 the unit began standardizing quality control procedures across all of its databases and generating monthly reports, through which areas for improvement have been identified.

# **MAJOR INITIATIVES: CITY RECORDS MANAGEMENT PROGRAM**

## **Allow City Employees Easier Access to Department Retention Schedules (Major Work Plan Initiative 1)**

In 2009, the CRMP staff reviewed the unit’s Inweb page and determined the best location for the department retention schedules was alongside the City-wide General Records Retention Schedules. We reviewed the current office structure for each department and identified if a retention schedule existed for the functions of the office. Many departments have been restructured and if we were unable to identify the new unit, we included the schedule as the former office name. The schedules are available in PDF format. A CRMP staff member spent 2 weeks converting the documents from word to PDF to an HTML format and posting them on the webpage. Information on when to use the Department Retention Schedules vs. the City-wide General Records Retention schedules is also included on the webpage. With the move to Outlook and the implementation of the Mimosa Nearpoint Email Archiving system, getting the retention schedules on-line was instrumental in helping City employees know retention periods for their records and ensuring email is retained appropriately. We continue to identify areas where departments have re-organized and the retention schedules no longer accurately reflect the organization of the office. Several departments have emailed us with updates to division names and changes to the retention schedules (adding records due to new functions, identifying records no longer created, etc.).

## **Manage RM Components of Office 2007 Deployment (Major Work Plan Initiative 2)**

During 2009, the CRMP staff participated in many facets of the Office 2007/Outlook/Mimosa implementation.

- Office 2007 – CRMP developed a training to help employees clean their drives and get their electronic documents organized before migrating to Office 2007.

The training was intended to help people get their documents organized prior to the migration and identify if they had any formats that might not be compatible with Office 2007 and have those handled before the migration. CRMP staff held sessions for all city employees as well as attending staff meetings for various departments. We held 14 sessions with 363 attendees.

- GroupWise to Outlook migration – The CRMP worked with the GroupWise to Exchange Migration Team at DoIT to develop a training that taught City Employees how to clean their GroupWise Archives and their mailbox prior to the move to Outlook. The training included tips and techniques on cleaning the GroupWise Archives, information on what to retain and how to work with email during the migration from GroupWise to Outlook and prior to the Mimosa implementation. The intention of the training was to have people realize what they had been putting in the GW Archives, get it organized and start to change their habits on what they retained previously and apply retention more accurately to their email. The CRMP staff held trainings for any City staff to attend as well as several meetings for specific departments. We held 36 trainings with 773 attendees.
- Mimosa implementation – The CRMP was part of the steering committee for identifying the need for the email archiving system, determining the business requirements, reviewing and evaluating the solutions available and selecting the system. The CRMP also determined how the retention component of the Mimosa system would work, including the retention policies applied to users email accounts and approving what policies were deployed to users. A majority of our interaction with users has been via the training session we developed to introduce the product and the core differences between how they managed and retained email in GroupWise and how this function will happen with Mimosa. Training continues in 2010 but during the last part of 2009 the CRMP held 22 sessions with 372 attendees.

### **Ensure Compliance with Records Management Mandates (Major Work Plan Initiative 3)**

The CRMP continued to revise and define the auditing course it teaches so that attendees can identify in what areas they need assistance. By holding the session at the beginning of our training curriculum, it allows participants to identify what other training sessions they may need to attend in order enhance their records management knowledge.

### **Open Government Committee (Major Work Plan Initiative 12)**

The City Records Manager worked on various aspects of the Open Government Committee and its work. The City Records Manager attended many of the Committee meetings, worked with Central Staff to develop the ordinance regarding producing the index of public records and arranged for the City of Bellevue Public Records Officer to speak at a Committee meeting regarding their on-line public disclosure request system. In addition, the City Records Manager was also on the committee to develop a social media use policy for the Legislative Department to ensure the records created by these formats were being adequately retained.

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## STATISTICS AND STATISTICAL NARRATIVE/APPENDIX

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The following statistics and statistical narrative section is provided to capture the volume and variety of work accomplished by the Office of the City Clerk each year. This information is presented grouped by work unit.

### CITY CLERK: STATISTICS AND STATISTICAL NARRATIVE

#### Initiatives, Referenda and Charter Amendments Ballot Measures

	2006	2008	2009
Official Filings Citizen Initiatives	7	2	2
Official Filings Citizen Referenda	1	1	1
Official Filings Charter Amendments	11	0	0
Ballot Measures	14	2	1

#### 2009 Public Records Disclosure Requests

Total number of requests to the Legislative Department	148
Requests with responsive Clerk and Archives records	38
Legal Discovery Requests	4

Topics about which records were most frequently requested:

- Council communications, schedules and expenses
- Communications via social media (Facebook, Twitter, etc.)
- Solid Waste
- Alaskan Way Viaduct

#### 2009 Council Services

Council Bill processed for Introduction to Council	334
Resolutions processed for Introduction to Council	71
Clerk Files processed for Introduction to Council	274
Number of Full Council meetings clerked	48

## SEATTLE MUNICIPAL ARCHIVES: STATISTICS AND STATISTICAL NARRATIVE

**Table 1: Seattle Municipal Archives Statistics 2008-2009**

Item	2009	2008
Number of Accessions	69	73
Cubic Feet of Accessions	355	472.3
Reference Requests	1095	1166
Historical Photos Scanned	4000	7242
Digital Images Acquired	8300	6448
Added to database	2000	5000
Photo Images Indexed	10,000	27,000

**Table 2: Seattle Municipal Archives Database Statistics, 2009 \***

Database	Total database searches/hits
Photograph Collection Databases	365,676
Folder/Subject Database	15,616
Records Series Online Catalog	11,473
Motion Picture Film Database	4,191
Maps Database	23,238
All other databases	6,348

\* Statistics are for an eleven month period; May 2009 statistics are not available. We can assume that actual numbers are 8.33% higher than displayed. In addition, the statistics do not include traffic generated by web crawlers/bots. See page 14 for further information.

### Archives Statistics Narrative – Table 1

Some of the core statistics for the Archives decrease from 2008 levels. This is generally attributable to a reduction in aggregate workforce hours in 2009. The City Archivist was out of the office on a 14-week leave during the spring, and one of the photograph archives staff was out of the office on a nine week leave. When the latter returned, he assumed a three-quarter time work schedule. With that total time loss, the statistics for 2009 are quite solid.

#### 1. Accessions

The number of accessions and the physical amount of material acquired during 2009 approximates the average experienced of the past seven years. This steady acquisition is appropriate for a mature program.

## **2. Reference Requests**

Reference Request figures include direct contact with Archives staff made via telephone, email, letter/fax, and in person visits. The 2009 figure is consistent with the reference level during the previous decade. In a statistical oddity, the 2009 reference numbers were exactly the same as those for 2006 and 2007. The Archives cannot track how many people satisfy their research needs by visiting the website, thus circumventing the need for direct contact with the Archives; nor do we track direct contact requests for archival records that might have been answered by non-Archives staff.

## **3. Historical Photographs Scanned**

The work of several work-study students and volunteers led to the scanning of 4000 images during 2009. While this figure was lower than in 2009, it was still considerably higher than the 2500 image average for the years 1999-2007.

## **4. Photographs Indexed**

Approximately 10,000 photographs were cataloged and indexed in 2009. This was a significant reduction from 2008. That was the result of two factors: 1) the reduction in hours worked by the principal indexer, and 2) the fact that the 2008 figures represented a concerted effort by all photo staff to complete the indexing of the ImageBank photographs acquired when the City photography and graphics program was abolished.

## **5. Digital Images Acquired**

The Digital Image Management staff acquired 8300 images from City agencies during 2009, an increase from 6448 in 2008. In light of the reduced hours of photo staff, this increase attests to the great success the program is experiencing in identifying and acquiring digital photography from across City departments.

## **INFORMATION MANAGEMENT AND SERVICES UNIT: STATISTICS AND STATISTICAL NARRATIVE**

The table below depicts the total number of documents filed with the Office of the City Clerk and entered into databases, most of which are available to the public online. The comparison between years shows that these numbers are relatively stable from year to year, as most of the records are filed under statutory requirements.

<b>Type of Record Processed</b>	<b>Filed/ Entered 2006</b>	<b>Filed/ Entered 2008</b>	<b>Filed/ Entered 2009</b>
Deeds	8	1	0
Consultant Contracts	1,034	2,015	1,731
City Light Easements		98	9
Bonds	188	553	319
DPR Registrations	595	470	425
Claims	1,814	1,672	1,545
Non-referred Clerk Files (CF's)*	311	219	422

Council Bills	334	310	317
<b>Type of Record Processed</b>	<b>Filed/ Entered 2006</b>	<b>Filed/ Entered 2008</b>	<b>Filed/ Entered 2009</b>
Resolutions	86	69	58
Department Rules (filed as CF's)	43	28	107
Hearing Examiner Decisions filed for online H.E. database	53	44	30
Taxicab Rules for online database	0	1	9
Business Tax Rules filed for online database	0	9	17

\*Introduced/Referred CF's were processed by the Council Services Unit beginning in 2009.

<b>Information Management and Services Unit Database Activity in 2009*</b>			
Database	Total database searches/hits**	Internal City Network	Outside the City firewall
Seattle Municipal Code	549135	31.43%	68.57%
Council Bills and Ordinances	194420	58.25%	41.75%
Clerk Files	37741	73.51%	26.49%
Resolutions	36007	40.08%	57.34%
Thesaurus	32278	22.48%	77.52%
Council Agendas	18800	28.30%	71.70%
Business Tax Rules	13558	22.22%	77.78%
Hearing Examiner Decisions and Recommendations	9477	25.54%	74.46%
Minutes	9396	19.82%	80.18%
Published Documents	6131	65.01%	34.99%
City Charter	5245	57.18%	42.82%
Taxicab Rules	2431	26.66%	73.34%
Election Rules	757	19.82%	80.18%

\*Totals do not include data from May, 2009.

\*\*All statistics exclude bots/crawlers (see below). Database searches/hits represents the total number of searches plus records viewed.

### About Online Database Statistics

Data is from 2009, excluding the month of May, when we experienced data loss due to a server failure.

All database totals represented in this report exclude hits from IP ranges known to be web-bots, which represents 83% of total activity on our Search site. The total database activity in 2009 *including* bots was 8,162,582 hits.

Total activity across all databases in 2009 *excluding* bots/crawlers: **1,349,282 hits**

All activity from within City network: **491,831 hits**

All activity from outside City network, excluding bots/crawlers: **857,451 hits**

IP ranges excluded from statistics in this report:

203.131.248.0-203.131.255.255 HKNet  
204.62.52.0-204.62.55.255 Searchme, Inc.  
208.111.128.0-208.111.191.255 Limelight Networks NW  
208.115.96.0-208.115.127.255 Wowrack.com  
208.36.0.0-208.37.255.255 XO Communications  
208.80.140.0-208.80.143.255 MetaCarta  
216.129.96.0-216.129.127.255 Cuil/Twiceler  
38.0.0.0-38.255.255.255 Cuil/Twiceler  
65.52.0.0-65.55.255.255 Microsoft Live  
66.249.64.0-66.249.95.255 Google  
67.218.96.0-67.218.127.255 Cuil/Layer42 Data Center  
72.30.0.0-72.30.255.255 Inktomi/Yahoo  
74.6.0.0-74.6.255.255 Inktomi/Yahoo

## **CITY RECORDS MANAGEMENT PROGRAM: STATISTICS AND STATISTICAL NARRATIVE**

The CRMP Training Program consists of six classes and are generally held 2 times a year. Due to the amount of specialized trainings we held in 2009, we were not always able to hold our regular training curriculum, but we did try to have each class at least one time and did present upon request. Our curriculum changed slightly, we still have 6 classes, but we combined two classes into one training and added a session on Sending Records to Storage. Our curriculum currently consists of: **Basic Records Management, You've Got Mail, Electronic Records Management, Vital Records and Disaster Recovery, Auditing Your Records Management Practices/Top 5 Issues in Records Management and Sending Records to Storage.**

<b>Class</b>	<b>2008 Sessions/ Attendees</b>	<b>2009 Sessions/ Attendees</b>
Basic Records Management	2/55	3/52
You've Got Mail	3/64	1/19
Electronic Records	2/33	1/24
Vital Records and Disaster Recovery	2/39	-
Top 5 Issues/Auditing your Records Management Practices	3/42	2/36
Sending Records to Storage	Not tracked	6/53

### Special Trainings

Class	2009 Sessions/ Attendees
File Management (Office 2007 Migration prep)	14/363
Groupwise Archive Cleanup (Groupwise to Outlook Migration prep)	36/773
Mimosa Email Retention training	22/373

### RETENTION SCHEDULES

The CRMP is responsible for ensuring that Departments are meeting any recordkeeping requirements as determined by the State Archives or Federal/State laws. We do this by creating a retention schedule for each department.

Retention schedules are developed through a series of meetings with staff of the department. These are treated as interviews where we talk with the individual about the function, the records created, received, etc. to meet the function and any other specifics about the records.

#### Number of Schedules created:

Year	Number of Schedules
2008	23
2009	Statistics not kept

### PROJECTS/RM ASSISTANCE

In addition to retention schedules, CRMP staff also meets with departments on projects involving their records. These include such projects as: assisting to develop a new file system, determining if records should be imaged, helping with file clean up days, general information meetings to alert management about records management issues, internal meetings, clean up days, grants management, etc.

#### Number of meetings for RM related projects:

Year	Number of Appointments
2008	232
2009	242



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## SUPPLEMENTAL NARRATIVE - APPENDIX

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### CITY CLERK SUPPLEMENTAL NARRATIVE

In 2009, City Clerk Judith Pippin retired after over sixteen years of service. Judith Pippin had been appointed in 1993 as the first non-elected City Clerk for the City of Seattle under the reorganized Legislative Department, and she defined the role of Seattle's City Clerk and oversaw the development of the office's professional programs. Catherine Moore was appointed City Clerk for a limited term and served in this capacity into 2010. The Information Manager also served intermittently as Acting Clerk during the transition.

#### Elections

Referendum No. 1, regarding Ordinance No. 122752, the Disposable Shopping Bag Fee Ordinance, appeared on the King County ballot in the August 18, 2009, Primary and Special Election. The City Clerk coordinated the process and provided information and assistance to staff and the public in relation to the Referendum.

Two Citizens Initiatives were filed: Initiative Measure No. 99, prohibiting use of city property for a tunnel to replace the Alaskan Way Viaduct; and Initiative Measure No. 100, establishing policies and process for deciding whether to build a municipal jail. Signatures were not filed for either initiative. However, as required by State Law and the City Charter, the City Clerk assisted both groups through the first stages of the filing process. The Clerk also provided information over several months to a third group seeking to collect signatures for a proposed Charter Amendment.

Finally, the City Clerk coordinated publication of Proposition No. 1, the Low Income Housing Levy.

#### Elected Officials

In the 2009 General Election, the people of Seattle reelected Council President Richard Conlin (Position No. 2) and Councilmember Nick Licata (Position No. 6) and elected Sally Bagshaw (Council Position No. 4) and Mike O'Brien (Council Position No. 8). The City Clerk helped plan their inauguration ceremony and coordinated official oaths and bonds.

#### Public Records Disclosure

The number of records requests to the Legislative Department continues to steadily increase, while the range of types of records being requested expanded to include media and formats that are difficult to capture and maintain. As a new member of the OCC, the Public Records Officer worked closely with Clerk and Archives staff to develop efficient procedures for responding to requests. In addition, Clerk Management staff are now trained to provide backup for this important function, the responsibility for which in the past had rested solely with the PRO. The PRO also worked with the Clerk and the City Records Manager on policy development related to public records disclosure and continued ongoing training of staff and Council.

### **Retitling Positions in the Office of the City Clerk**

At the end of 2009, the City Clerk received Council support for officially retitling several positions in the OCC to reflect their specific roles and professional responsibilities. Previously, most positions in the office had been assigned titles from the City's general classification system.

### **Staff Participation in Department Institutional Racism and Social Justice Team**

Four staff from the OCC were active participants in the Legislative Department's IRSJ program throughout the year. The Archives assisted in coordinating a speaker on the history of race and social justice in relation to public environmental policy in Seattle. The speaker, Matthew Klinge, had used Archives records in researching his award-winning book, *Emerald City: An Environmental History of Seattle*.

## **SEATTLE MUNICIPAL ARCHIVES SUPPLEMENTAL NARRATIVE**

There are two other areas of outreach for 2009 that deserve special attention. They are examples of success the Archives has experienced taking our work outside the confines of City Hall.

### **1. Archives Gazette**

The news letter of the Seattle Municipal Archives completed its first year as a four page publication. It is published on a quarterly basis and is emailed as a PDF to City departments, archives professionals and archival institutions, allied heritage professionals, some of our researchers, and members of the public who request to be on the mailing list. Regular features include a message from the City Archivist, a short feature related to an issue or record from 100 years ago, a page focused on the photograph collection, and other assorted news of the Archives and its staff.

### **2. Flickr**

The Archives' Flickr site, established in April, 2008, is a popular web 2.0 source of varied images from the collection. Archives established a site on Flickr, a popular web 2.0 site especially geared toward visual images. During 2009, the Archives uploaded 679 new images, bringing the total to 1218. The response has been extraordinary with 356,572 viewings by users during the year. Toward the end of 2009, one of our consistent viewers began adding Archives photos to the 3D view of Seattle on Google Earth.

## **INFORMATION MANAGEMENT AND SERVICES UNIT SUPPLEMENTAL NARRATIVE**

In 2009, the IMSU focused on improving the efficiency of processes and ensuring quality services.

- Reference service processes have been formalized to ensure consistency and improve tracking. Staff now keep a detailed call/walk-in log at the service desk, use a referral form to transfer requests to appropriate staff, and routinely review reference and research responses at unit meetings. A formal Service Desk Training Plan was

finalized and implemented for regular service desk staff as well as other staff who occasionally fill in.

- The unit continued to identify undocumented processes and create written tasks and procedures, posting them on our internal Web portal. The unit supervisor has created a timeline for annual processes. Staff with the City Clerk researched and drafted a Duties of City Clerk reference guide.
- The Legislative Information Management Supervisor began tracking and following-up to ensure that when legislation requires the creation of a report, contract, easement, etc, that the Clerk's office receives a copy to ensure a complete record is on file.
- The handling of physical filings, such as Domestic Partnership Registrations, Consultant Contracts, and Bonds, has been streamlined.

### **New Staff**

In 2009, the IMS unit filled three recently vacated positions with highly qualified individuals: Darryl Brooks, Information Specialist I; Ian Jaillet, Information Management Analyst; and Janet Polata, Information Specialist II. All have proven to share the unit's strong customer-service orientation. During the transition from Judith Pippin to Catherine Moore as City Clerk, the unit Manager served as Acting Clerk intermittently and provided support in administration of filed initiatives and the referendum and levy measures on the November, 2009 ballot.

### **Responding to Technological Changes**

In addition to the transition to Office 2007, described under "Major Initiatives," the migration from Groupwise to Outlook email systems required reconfiguration of systems. The switch to Outlook also set back the DAPT program to digitally preserve email, as we had designed our prototype ingest program using Groupwise. In 2009, our Web server had to be replaced because Gateway's bankruptcy invalidated the machine's warranty. Replacement of the server meant working with IT to reinstall our legacy online database search system.

### **Coordination of Public Records Request Responses to the OCC**

In 2009, the Legislative Information Management Supervisor began coordinating Division responses to public records requests. Training was provided and a formal process developed to ensure efficient and thorough searches, along with documentation of research and responses. Of the 38 requests responded to by the office, 18 were coordinated by the LIMS.

### **Clerking Council Briefings**

In 2009, IMS staff began clerking Council Briefings. This work supports the Clerk's role in facilitating the legislative process, and it gives staff exposure to parliamentary procedure and current issues before the Council.

## **CITY RECORDS MANAGEMENT PROGRAM SUPPLEMENTAL NARRATIVE**

The CRMP continued the task of initiating the destruction of records held at the City Records Center. In 2009, the City Light Records Center was also added to the process. The result was the approved destruction of over 4,800 boxes of materials.

The CRMP also responded to a small disaster at the Seattle Public Utilities Materials Lab. Over a particularly rainy evening, a drain outside the basement door to the Materials Lab backed up, the result was water leaking into the basement where boxes of materials were waiting to be moved to off-site storage. The boxes were unfortunately directly on the floor due to lack of space for pallets. Overall about 18 boxes sent to cold storage to stop damage from water and one box of X-rays was brought back to the office for hand-drying by CRMP staff. The boxes were monitored in cold storage and the offices reviewed the records to identify which could be recycled and which needed recovery. Out of 18 boxes, only a few files needed recovery, the rest were beyond their retention and could be disposed of. It was a good exercise for CRMP staff to refresh their recovery skills and work with the cold storage vendor. In addition we also worked a City agency that has offices in a flood zone to prepare them for the possibility of flooding in the event of the collapse of the Howard Hansen Dam. We worked with the office and City Records Center to transfer files to off-site storage in preparation for the flood season.

During 2009, we surveyed the users of our in-web page to see how they use the page and what they need from us. The survey results indicated that users were most interested in having the Department Retention Schedules available on-line (which was completed in the summer of 2009) and more tip sheets on a variety of topics. The tip sheets and FAQs will be incorporated into our 2010 work plan. We did receive several nice compliments on the in-web page and the program overall.

CRMP staff continued with their professional education during 2009 by attending meetings of the local chapters of the Association of Records Managers and Administrators (ARMA). In addition, Jennifer Winkler was invited to speak at two national events: The US Farm Bureau Association meeting of CFOs and CEOs (general records management) and the 54<sup>th</sup> Annual Conference for ARMA International, during which she presented a case study of the retention scheduling project for the Woodland Park Zoo.